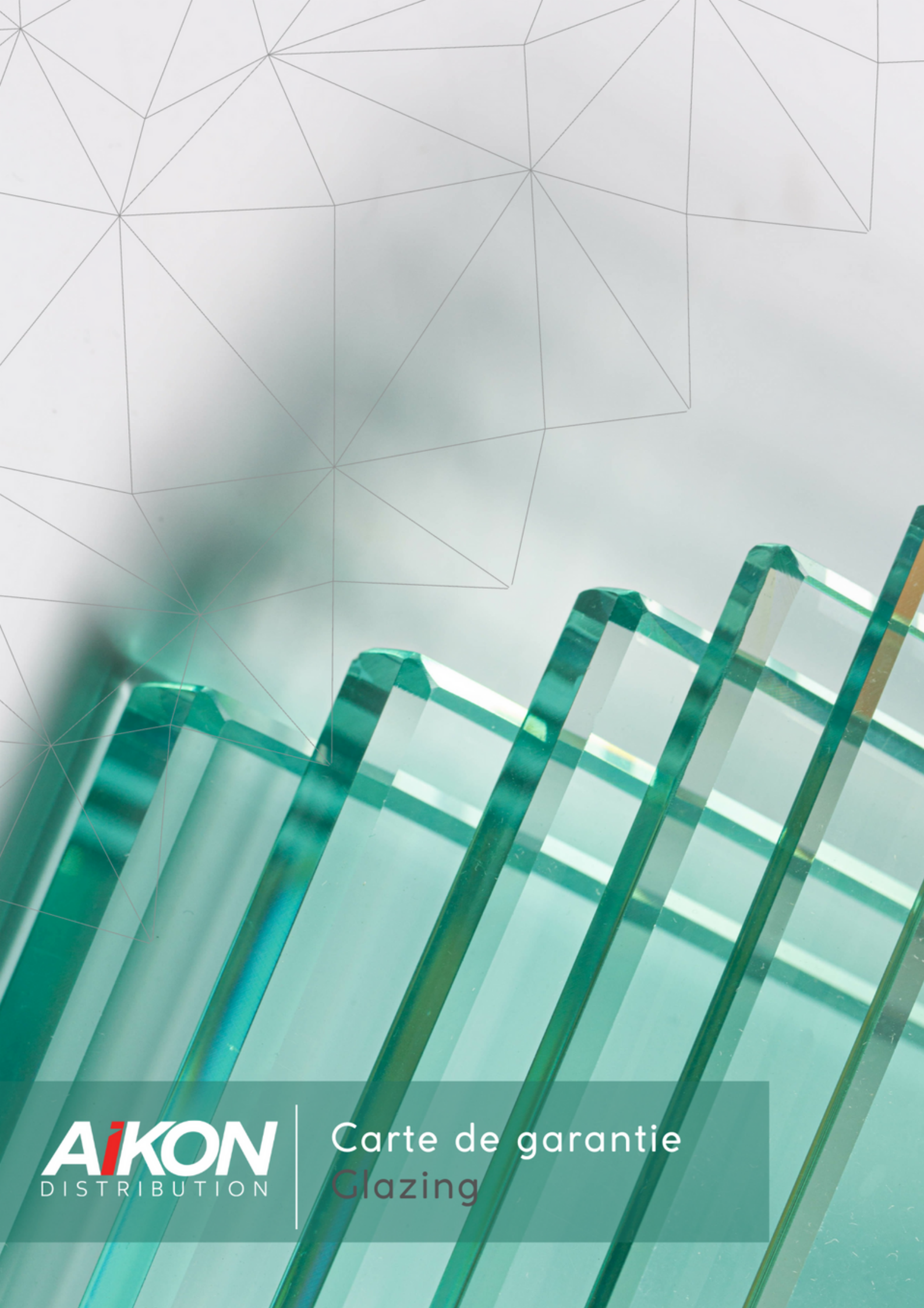


AIKON DISTRIBUTION

Carte de garantie
Glazing

Aikon Distribution Bieg Żmuda sp. k.
Łagiewnicka 25, 41-902 Bytom, Poland
Tax Identification Number: PL6263015025
National Business Registry Number: 243545582
www.aikondistribution.com

AIKON DISTRIBUTION WARRANTY FOR GLAZING

+ GLAZING EVALUATION CRITERIA

WARRANTY TERMS

1. Aikon Distribution Bieg Żmuda sp. k. Łagiewnicka 25, 41-902 Bytom, Poland hereinafter referred to as Aikon provides a commercial warranty hereinafter referred to as the "Warranty" - for glazing, under the terms and conditions and within the time periods stated herein. The warranty period shall run from the date of sale as shown on the sales invoice.

2. For glazing, the warranty period is respectively:

- 5 years - for the tightness of multiple glazing units (during this period, no water vapour will form in the space between the panes limited by the spacer profile); the warranty excludes units with ornamental and sandblasted glass and panes with shapes other than rectangular, e.g. circles, arches, bevels
- 1 year - for defects inside the glazing unit: dirt, scratches.

3. The warranty does not cover:

- scratches on the external sides of the glass and glass breakage occurring after delivery to the Customer. The Customer is obliged to check the quantity and quality of the order immediately after delivery. The Customer is obliged to store the glass in appropriate conditions.
- condensation and freezing of glazing units on the inside of the room caused by temperature differences, high air humidity, lack of proper ventilation or improper use of the product (in particular, lack of ventilation and too low temperature inside the room).
- thermal breakage of non-tempered glass, caused by changes in the thermal absorption of the glass caused by blinds, screen printing, cladding, poster boarding, covering the glass, etc.
- the colour of the glass - is a characteristic of its own, and as such is not subject to complaint.
- the way in which the inter-pane frames are joined - ensures the tightness of the packets, and the aesthetics of its execution are not subject to complaint.

4. Cleaning and polishing of glass

- the surface of the glass should be cleaned regularly depending on the degree of soiling,
- solid soiling (e.g. mortar) should not be removed dry,
- instruments such as spatulas, knives, razor blades etc. should not be used to remove soiling,
- soiling should be wetted thoroughly with water, soaked off and then washed away,
- use ordinary detergents for cleaning, first of all spirit or isopropanol may be used on greasy surfaces,
- Do not use caustic, alkaline substances (containing chlorine or fluorine), cleaning powders, abrasive materials or harsh cleaning agents.

5. Cracking of glass

Cracks in glass are most commonly caused by mechanical or thermal factors.

The most common causes of mechanical breakage are: impact on the surface of the glass (e.g. by a stone), impact on the edge, impact on a corner, pressure on the edge (tight glazing, vigorous impact with a sash), jamming, twisting of the glass surface, wind pressure.

The most common causes of thermal breakage: sticking decorations or stickers on the glass, partial shading (e.g. by blinds, trees, canopies, fences), close contact with air conditioners or heaters, leaving the glass on a stand in a sunny location packed and tied.

Increasing the resistance of glass to mechanical and thermal stresses is achieved by toughening it.

Cracks in the glass which appear after delivery to the customer are not covered by the guarantee and cannot be the basis for a complaint.

Also, external defects, chipping, external scratches, damage and stains, e.g. as a result of chemical reactions on the external surface of the products, which may occur after delivery to the Customer, are not covered by the guarantee and cannot be the basis for a complaint.

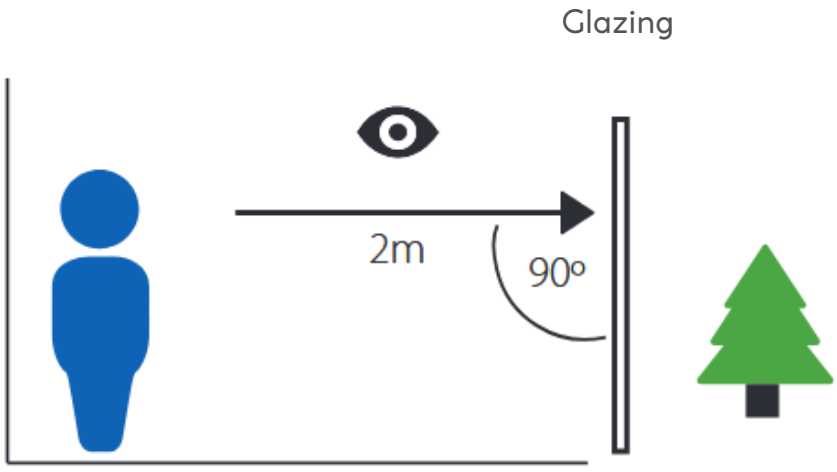
6. Visual assessment

Visual verification of the quality of the glass and the workmanship of the double glazed unit is carried out by:

- by looking through the glass mounted in a vertical plane at a 90° angle,
- by viewing the image behind the glass and not the glass itself
- from inside the room,
- from a distance of 2 metres,
- on completely dry glass,
- in natural daylight (diffuse) - the glass must not be in direct sunlight, magnifying devices and strong light sources (halogen lamps, torches) must not be used

Duration of observation - up to 20 seconds.

If the defect is not visible during the visual inspection carried out in the manner and at the time described above, it must be considered that it does not affect the properties of the product and therefore does not constitute a defect in the glass. Identified defects should be measured and compared with the guidelines below.



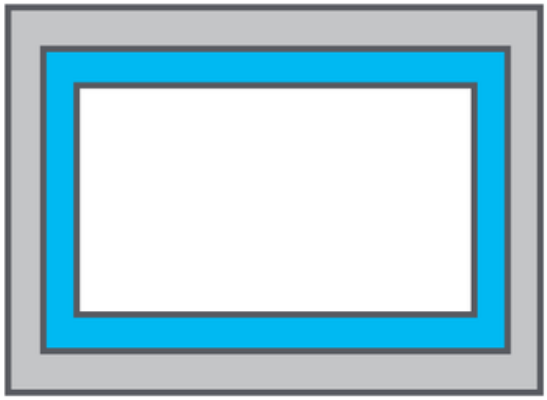
When visually assessing glazing units, three areas are considered subject to examination:

- edge zone - the area up to 15 mm wide from the edge of the glass pane (the area covered in the frame),
- peripheral zone - the area up to 50 mm wide from the edge of the glass,
- main zone - the central part of the glazing,

Figure - edge zone - 15 mm from edge (area covered in frame)

Peripheral zone - 50 mm from edge

Main zone



AREA	ACCEPTABLE DEFECTS
EDGE ZONE 15mm from the edge, the surface covered in the frame	Damage to the edges, scales, chips located outside, which do not affect the strength of the glass and do not extend beyond the width of the seal,
	Internal scales without loose chips, filled with the mastic.
	Spot and surface dirt and scratches, butyl mass wrinkles - without restrictions
PERIPHERAL ZONE 50 mm from the edge	Inclusions, bubbles: Glass surface ≤ 2- max 4 defects≤ ∅ 2mm Glass surface > 2 - max 1 defect≤ ∅ 2mm/m of edge
	Scratches on the surface Max length of a single scratch < 30 mm, total length of scratches < 90 mm
	Minor surface scratches - hairline scratches - acceptable, not concentrated
	Dirt/flat stains: White-gray, transparent - max 1 defect ≤ ∅17 mm
MAIN AREA	Spot defects (inclusions, bubbles, dots, etc.) Defects - ≤ ∅ 1 mm - acceptable, not concentrated, Glass surface≤ 2 - max 2 defects -≤ ∅2mm Glass area 1<S≤ 2m 2 - max 3 defects -≤ ∅ 2mm Glass surface≥ 2m 2 - max 3 defects + 2 defects / each m2 of glass ≤∅ 2mm Dirt / flat stains: White-gray, transparent - max 1 defect≤ ∅ 17mm
	Scratches, scratches: Max length of a single scratch 15mm - sum of lengths not more than 45mm (for glass with an area of up to 5 m 2) Hairline scratches - acceptable, not concentrated

NOTES :

- a hairline crack is considered to be less than O.15mm wide,
- a cluster of defects is present when at least 4 defects occur in a circle with a diameter of < 2OOmm,
- defects smaller than O.5 mm are not taken into account.

7. Assessment of the workmanship of the spacers

Visual assessment of the spacers is carried out under the same conditions as for the glass from a distance of 2m.

The visible gap at the joints of the spacer (both sides and corners) must not be greater than 1mm. In the case of model panes (particularly arched panes), the permissible break in the frame joints - up to 2 mm, as well as lateral frame corrugation and frame concavity (resulting from the frame bending process) are permissible.

Offset of spacer bars in relation to each other in double-glazed units - up to 2 mm permissible for rectangular panes, up to 5 mm permissible for model panes.

8. Assessment of the performance of internal glazing bars

Permissible accuracy of muntin bar spacing may be up to 2mm from nominal dimensions, with 9O° joints, with model joints up to 5mm.

Joining of the muntin bars is carried out by overlapping the milled parts on the pole and stiffening with a strut element. The minimum distance between the muntin bar and the glass must be no less than 2mm per side (also applies to so-called Vienna muntin bars - duplex). Under the influence of temperature, the length of the muntin bars may change and there may be a slight deformation of the muntin bars.

Under the influence of external conditions, e.g. wind, closing of the window, the muntin bars may vibrate - knocking.

The above phenomena may not be regarded as a defect of the glass.

In the places where the muntin bar is installed and around the pane at the distance frame, in conditions of high humidity and large temperature differences, the phenomenon of dew on the surface of the pane may occur.

In the areas where the muntin bars have been cut, milled and joined, joining elements, raw material and slight discolouration within the cut and milled areas - up to 1 mm - may be visible.

The visual assessment of the muntin bars is carried out under the same conditions as for glass from a distance of 2m.

9. Moisture condensation on the surface of the glass

Condensation on the external surface of the glass occurs when moist air comes into contact with a surface with a lower temperature - this cools it down and excess moisture condenses on this surface. In double glazing when it is warmer inside than outside, the outer pane will be colder the lower the Ug coefficient of the glass is (less heat escapes to the outside). This phenomenon is dependent on atmospheric conditions and the properties of the multi glazed unit, it is transitory in nature, is not a defect in the glazing and cannot be eliminated.

Condensation on the surface of the glass from inside the room usually occurs when there is high humidity in the room and insufficient ventilation. In extreme cases, at very low external temperatures and when the room is not heated, the phenomenon of freezing of condensed moisture may occur on the edges of the pane, in the vicinity of the spacer. The use of "warm frames" and glazing with a low Ug reduces the occurrence of this phenomenon. This is not a defect of the multi glazed unit.

Moisture condensation in the space between the panes of glass indicates that the double glazing unit has lost its tightness, it is not a defect of the glass unit.
This is a defect in the glass and must be replaced.

10. How to report and document a complaint:

- the report should include - description of the defect, order number and the item to which it relates,
- a photograph of the entire unit must be attached,
- a photo of the defect must be attached, necessarily with a gauge or measuring tape

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